

# PACK & SEND

## The Franchise Opportunity that Really Delivers

**PACK & SEND** is still new to the UK - the first store opened in Reading just over two years ago - but already it is a great success and is growing faster than ever. The parent business, which has been trading in its native Australia since 1993, is currently in the process of expanding into other countries across the globe, but it is the UK that is the most developed of these and is fast becoming the model for growth in new territories. Just look at some of the statistics:

- Like-for-like revenues over 50% higher in the second year of trading
- Gross margins ahead of plan and increasing in Year 3
- Average transaction values among the highest in the logistics market
- Blue-chip corporate accounts secured to support the UK store network

With new **PACK & SEND** stores now open in Bristol and the buoyant London market and more franchise licence applications in progress than ever before, 2011 is looking like a 'step-change' year for the UK business.

### The PACK & SEND Business

The business provides a comprehensive courier and delivery service and their shipping management knowledge and end-to-end tracking services are among the best in the logistics market. What's more, the growing network of **PACK & SEND** stores around the globe is a powerful force in the freight forwarding industry. Indeed, the UK business already handles significant cargo originating from the 120+ **PACK & SEND** stores in



The first PACK & SEND in the UK opened in Reading in 2009

Australia and New Zealand and there is increasing delivery traffic heading in the opposite direction.

**PACK & SEND** is a unique business proposition and has genuine USPs to underpin their franchise model:

- Specialists in packing items for safe shipment - regardless of how large or fragile they are



This unique handmade model was air-freighted to New York for a collector

- The widest range of shipping options to ensure that they can offer a choice of cost-effective solutions that meet virtually any deadline or budget
- Comprehensive loss and damage cover that protects a customer's shipment - no matter what the value

They make a simple promise - 'We Send Anything, Anywhere!' - and all the stores pride themselves on delivering the highest levels of customer service and their end-to-end ownership of collection, packing and final delivery anywhere in the world makes them uniquely easy to do business with.

### We Send Anything, Anywhere!

At **PACK & SEND**, their stores can ship anything, however they specialise in handling items that are:

- Fragile - Laptops, electronic equipment and glassware and china
- Large - Trade show equipment, car parts and musical instruments
- Awkward - Architectural models, chandeliers and statues
- Valuable - Artwork, antiques, timepieces and collectables

'Our customers treasure the items that we send for them', explains Mike Ryan, **PACK & SEND** UK CEO, 'and they want to know that they receive the highest levels of care. **PACK & SEND's** packing expertise, combined with our Gold Cover unlimited value loss or damage protection, gives unique peace of mind for individuals or businesses of all sizes.'

**'When PACK & SEND came to collect my paintings, I was amazed to see that they had made boxes exactly the right size for each one - just to get them safely back to the store!'**

'Where some operators simply 'ship' a carton, we provide a complete solution to a customer baffled by the complexities of getting items safely across international boundaries and care for our customer's shipment as if they had taken it there themselves. For many of them, realistically, we are their only option!'



PACK & SEND Southampton packed and shipped this 120 year old clock to a German buyer

'Our success is not because of how clever we are', Ryan suggests, 'but because of how simple we make things for our customers. They don't want to know about airfreight loading regulations or which seaport has the lowest handling fees in their destination country, they just need to know that their fragile or treasured possessions will arrive safely and on time at a competitive price.'

### Why Choose A PACK & SEND Franchise?

**PACK & SEND** are very keen to speak to ex-service personnel about their franchise opportunity - a recently launched store is owned and run by an ex-RAF husband and wife team ..... and it's flying high!

The business is looking for more highly motivated enthusiasts who share the vision of providing a 'no limits' service to their customers and who want to benefit from a robust business model. There are territory opportunities across the UK and increasing levels of business is being generated between stores in the UK network.

**PACK & SEND** Franchisees benefit from:

- High gross profit margins
- Rapidly cash generative business model
- Proven business results - our first store showed net profits in Year 1!
- Distinctive identity that stands out on the High St and is increasingly being established as a global brand.
- High value franchisee support services - initial training is intensive; including at least four weeks hands-on work before launch and comprehensive in-store support after it. We will even work in your store



**We Send Anything, Anywhere!**

with you for the first weeks of trading to help you build a rewarding and successful business!

- Regular customer web leads directly into your email inbox
- Low staffing levels and B2B trading hours

**PACK & SEND** requires a target investment of around £100-120K which is estimated to get your store to break even and self-financing from then on. They have relationships with several High St banks and can provide detailed advice on market assessments and business planning.

### PACK & SEND Discovery Days

**PACK & SEND** are running UK Discovery Days to provide potential franchisees with information on how the business works and the market opportunity. It includes input from **PACK & SEND** customers, suppliers and existing franchisees as well as funding information from our banking partners, NatWest.



Our next series of days are currently being planned and we will be in Reading on Wednesday 5th October. To find out more, or register for a place, visit [www.packsend.co.uk/franchise\\_discovery](http://www.packsend.co.uk/franchise_discovery) or call 0118 958 4628 now.

Each **PACK & SEND** Store has its own vehicle



Call Mike Ryan, Graeme Rhodes or Tony Fowles on 0118 958 4628 to discuss how **PACK & SEND** could be the opportunity you are looking for, or email [franchises@packsend.co.uk](mailto:franchises@packsend.co.uk) with your contact details. More information is available at [www.packsend.co.uk](http://www.packsend.co.uk).